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## KIK's GUIDE FOR LAW ENFORCEMENT

Thanks for checking out our law enforcement guide. Kik takes the safety of our users very seriously, and we hope this guide will be a useful tool for you. It includes information about our app; the features and functions we offer to help keep our users safe; and how we can work with you if you're investigating a case that involves a Kik user.

If you have questions that aren't answered in our guide, you can reach us at [support@kik.com](mailto:support@kik.com).

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### What is Kik?

- Kik Messenger is a smartphone application available for download from the Apple iTunes Store, Google Play Store, Windows Phone app store, and the Ovi Store (for Symbian users). BlackBerry users (on OS versions 4.6 to 7) can download Kik from the Kik web site.
- Kik Messenger provides cross-platform smartphone instant messaging, which allows our users to have text-based conversations with one another. Kik users can also use Kik Messenger to share rich media like photos, YouTube videos, and other forms of content.
- Kik Messenger is free to download and free to use with a Wi-Fi connection. It requires a smartphone (like an iPhone, Android-based phone or iPod) with either a data plan or access to a Wi-Fi network.
- Kik Messenger is rated 17+ in the iTunes Store and Medium Maturity in the Google Play store.

### Kik features that help protect user safety

- Unlike many other smartphone instant messengers, which are based on a users' phone number, **Kik uses usernames to identify our users.** By using usernames instead of phone numbers as the unique identifier on Kik, users' personal information like cell phone numbers and email addresses are never shared by Kik. Only those people that users choose to share their username with are able to contact them on Kik.
- Kik's "Block" feature allows our users to block all contact with another user, without revealing to the other user that they've been blocked. This terminates any undesired contact from that person on Kik through the blocked account.
- The "Ignore New Users" feature allows our users to hide messages they receive from people they've never talked to before, and turn off notifications for those messages. If a Kik user doesn't want to see an inbound message from someone they don't know - they don't have to.
- Here's a link to the information on how to use our safety features:  
<http://help.kik.com/entries/24745228>.

### Kik's philosophy/approach

- We believe that Kik users need to feel safe and respected when they use our services, and we need to be good corporate citizens in providing our service. To be sure of this, we will follow three principles:
  - We will comply with applicable law;
  - We will protect our users' privacy; and
  - We will promote user safety on Kik.
- Kik Interactive is located in Ontario, Canada, and as such is governed by Canadian law.

### Contacting Kik

- Our team is small, and we do everything we can to ensure that we respond quickly to urgent inquiries from law enforcement. To help us do so, we direct all inbound inquiries to **support@kik.com**. To ensure that inquiries are directed and responded to promptly, we ask that law enforcement agencies include the words "**Law Enforcement Inquiry**" in the subject line of their emails.

## KIK's GUIDE FOR LAW ENFORCEMENT

- Our mailing address is 420 Weber St North, Suite I, Waterloo ON N2L 4E7 CANADA.
- We aren't able to accept inquiries by fax.

*TIP: Be sure to ask your IT team to "allow" emails from our support@kik.com email address, so our replies aren't filtered as spam.*

### Finding a Kik username

- A **Kik username is the only unique identifier** in our systems, and the only way we can identify a unique Kik account.
- Unfortunately, information like phone numbers, first name, last name, or an email address will not allow Kik to identify a user in our systems. We need to be provided with an exact Kik username to be able to find, preserve on, or release data for a specific user.
- To find a Kik username, please see the instructions in Appendix A.

*TIP: Kik **usernames never include spaces**. They may include lower and upper case letters, numbers, and/or punctuation.*

### What information might be available?

*TIP: The text of Kik conversations is **ONLY** stored on the phones of the Kik users involved in the conversation. Kik doesn't see or store chat message text in our systems, and **we don't ever have access to this information**.*

- **User Profile:**
  - Users of Kik's online services create their own user profile (username, first and last name, and email address). *This information isn't verified by Kik, meaning that we don't have any way to know if it's accurate.*
- **IP address:**
  - We collect IP address information (because we need it to process messages sent within Kik Messenger), but *this information is provided by third parties and isn't verified by Kik.*
- **History:**
  - In some cases, we might have information about how a user has used, or is using, Kik Messenger. This "transaction history" is similar to call detail records available from wireless carriers. *Transaction history does not include chat message text or phone numbers.*

### Obtaining 'tombstone' data from Kik

Kik has established processes for obtaining tombstone data in the case of an emergency, and for cases of child sexual exploitation or child abuse.

Available information might include first and last name, email address, IP addresses, account creation date, and device type and manufacturer. Phone number (if provided by the user) is not stored or accessible by Kik.

*TIP: Through this process, IP history is only accessible for the last **21-30 days**. IP addresses are provided by third parties.*

### Emergency requests

- If law enforcement officials believe there is an emergency involving death, loss of security or serious physical injury to any person, and Kik Interactive Inc. may have relevant information (see above for details of what information might be available), they can submit an emergency disclosure request via email to [support@kik.com](mailto:support@kik.com), with the subject line "**Emergency Disclosure Request**". Such requests need to be submitted on agency letterhead, and need to include the following items:
  - The identity of the individual(s) in danger of death, harm or serious injury;
  - The nature of the emergency;
  - The Kik username and display name of the account containing the information necessary to prevent the emergency;
  - The specific information requested, and why the information is necessary to respond to prevent the emergency; and
  - Any other relevant details or context regarding the particular circumstances.
- In the event that Kik responds to an Emergency Request, we will notify the relevant Kik users of this emergency request via the email address they registered with their Kik account. Law enforcement officials who believe that notification would jeopardize an investigation should inform Kik upon submitting the request; Kik will carefully consider that request as part of our emergency disclosure.
- We always recommend that Kik users who are aware of an emergency situation should immediately contact their local law enforcement agency for help.

*TIP: To ensure quick processing of an Emergency Disclosure Request, please submit the request with the subject line "EMERGENCY DISCLOSURE REQUEST".*

### Matters involving child sexual exploitation or child abuse

- For cases of child sexual exploitation or child abuse only, Kik has established a Law Enforcement Request process to allow the release of tombstone data (as outlined above).
- Our Law Enforcement Request form, along with instructions for completing and submitting the form correctly to get a law enforcement request processed as quickly as possible, can be accessed at <http://kik.com/ler-template>.
- PLEASE NOTE: If Kik Interactive Inc. has reasonable grounds to believe that Kik Messenger has been used to commit a child pornography offence, it will file a report with its local law enforcement agency.

*TIP: To ensure quick processing of a Law Enforcement Request, please submit the request with the subject line "URGENT LAW ENFORCEMENT REQUEST FOR DISCLOSURE".*

### Obtaining content data from Kik

Kik Interactive is located in Ontario, Canada, so we're governed by Canadian law. That means we'll need a valid Canadian court order (production order) before we're able to consider releasing content data.

Available data might include photographs, videos, and chat logs. Photos and videos are not accessible to the support team, and are automatically deleted within a short period.

Kik doesn't see or store the text of conversations, and we don't ever have access to this information.

*TIP: To ensure data isn't lost, we recommend submitting a preservation request to Kik as soon as possible.*

### Preservation requests

- We understand that obtaining a production order occasionally takes time. If a production order isn't yet available, Kik can voluntarily preserve information once we receive a formal preservation request from a law enforcement agency. We accept preservation requests from any law enforcement agency globally.
- A preservation request must include the following:
  - The display name and the Kik username of the individual whose information needs to be preserved. Please see Appendix A for details on finding the username. (Without a username - the only unique identifier on Kik Messenger - we won't be able to find accounts to preserve data)
  - A list of the information you'd like to be preserved.
  - The signature of an official with the submitting agency.
- The preservation request needs to be printed on agency letterhead.
- Preservation requests can be emailed to Kik at [support@kik.com](mailto:support@kik.com). Please include the words "Preservation Request" in the subject line.
- Once we receive a request including these details, Kik will review and acknowledge receipt of the preservation request within 3 business days.
- If Kik receives a preservation request with an invalid username, or a request that doesn't include a Kik username, unfortunately we won't be able to preserve any information. Kik will notify the law enforcement agency, and request an updated preservation request with the correct information.

### Obtaining data from Kik

- Kik Interactive is located in Ontario, Canada, and as such is governed by Canadian law. That means we'll need a valid Canadian court order (production order) before we're able to consider releasing content data about a user in connection with an investigation.
- Valid Canadian court orders need to include the following:
  - The display name and username of the individual(s). Please see Appendix A for details on finding the username. (Without a username - the only unique identifier on Kik Messenger - we won't be able to find accounts to preserve data).
  - A list of the information requested.
  - The way in which the evidence should be delivered to law enforcement.
  - Valid Canadian court orders can be emailed to Kik at [support@kik.com](mailto:support@kik.com). Please include the words "Production Order" in the subject line.
  - Requests for information should be specific in nature. Overly broad requests will cause significant delays in responding, and in some cases will mean Kik is not able to respond at all.
- We disclose account records in accordance with our terms of service and applicable law. That means that agencies outside of Canada will need to submit an Mutual Legal Assistance Treaty (MLAT) request through the proper legal authorities to allow us to disclose details about a Kik user's account.

- If an investigation involves child pornography or child abuse, please see the section above related to matters involving child sexual exploitation or child abuse.

### Impersonation reports

- Kik users are encouraged to contact our support team if they feel they are being impersonated on Kik. Our team will investigate the report, and take action as appropriate. We may remove the profile picture from an account, and/or disable the impersonating account.
- In the event that our team isn't able to investigate or make a determination about an impersonation report, we'll recommend that the user contact law enforcement for additional help.
- If law enforcement officials receive a report of impersonation or identity theft on Kik Messenger, they can submit a report via email to [support@kik.com](mailto:support@kik.com), with the subject line "Law Enforcement Inquiry".
- Impersonation reports need to include the following:
  - The name of the law enforcement agency;
  - The officer's name and badge number;
  - The officer's contact information, including an email address;
  - The Kik username of the impersonating account; and
  - The Kik case number (assigned to the user who originally reported the impersonation).
- Kik can permanently disable the impersonating account once we receive an official police report.

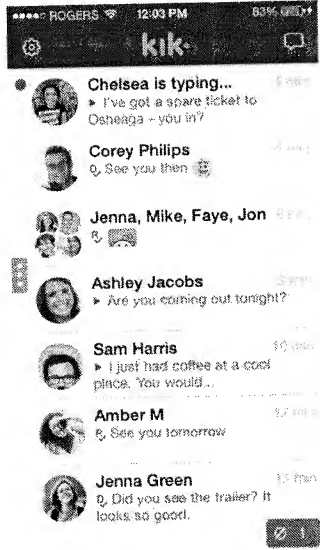



## Appendix A – Finding a Kik Username

This appendix provides information on how to find a Kik username within the Kik application. Information is provided for both iPhone/iPod/iPad and Android-based phones. Please note that Kik usernames never include spaces. They may include lower and upper case letters, numbers, and/or punctuation.

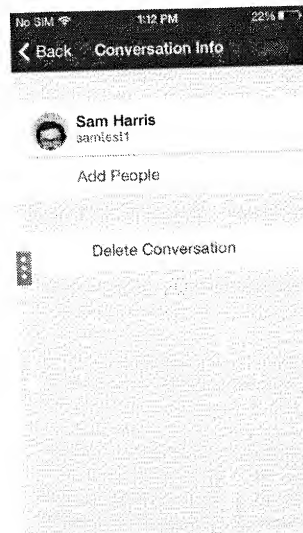
### IPHONE, IPOD TOUCH or IPAD

#### Option 1: Open Conversation

Action	Example
<p>Open the Kik application on the victim's iPhone or iPod Touch. You should see a list of photographs, with display names and conversations beside them.</p>	 <p>The screenshot shows the Kik app interface on a device with signal strength bars, the name 'ROGERS', the time '12:03 PM', and a battery level of '83%'. The app title 'kik' is at the top. Below it is a list of contacts, each with a profile picture, a name, and a snippet of their latest message. The contacts listed are: Chelsea (typing), Corey Philips, Jenna, Mike, Faye, Jon, Ashley Jacobs, Sam Harris, Amber M, and Jenna Green.</p>
<p>If there is a conversation in the list, with the relevant user, touch the conversation to open it. You'll see a screen like this:</p>	 <p>The screenshot shows an open conversation with 'Sam Harris'. At the top, it says 'No SIM', '1:12 PM', and '23%' battery. There is a 'Back' button and a '+' icon. The conversation history shows a message 'Hey' sent '9 minutes ago' by the contact, and two incoming messages: 'Hey Sam' and 'What's new?'. At the bottom, there is a text input field with a '+' icon on the left and icons for emojis and attachments on the right.</p>

Touch the button at the top right side of the screen (the one with two circles and a plus sign on it). You'll be taken to the Conversation Info screen:

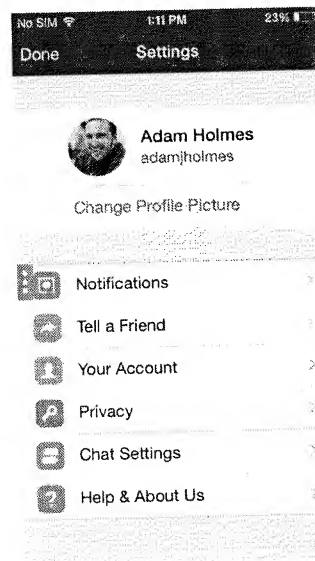
The display name and username will both be displayed. Please send both pieces of information to Kik.



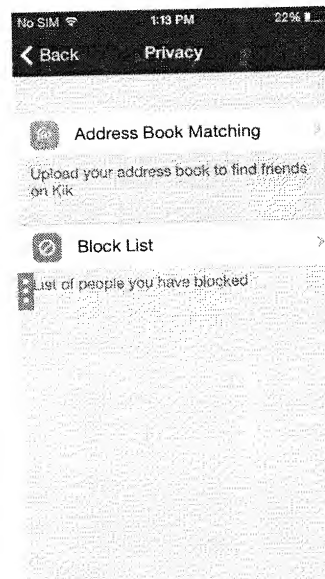
## Option 2: Block List

Action	Example
Open the Kik application on the victim's iPhone or iPod Touch. You will see a list of photographs, with display names and conversations beside them. It will look like this:	<p>A screenshot of the Kik mobile application's main screen. At the top, it shows 'ROGERS' and '12:03 PM' with an 83% battery icon. Below the status bar is the Kik logo and a search bar. The main area displays a list of contacts, each with a circular avatar, a display name, and a snippet of their most recent message. The contacts listed are: Chelsea (typing...), Corey Phillips, Jenna, Mike, Faye, Jon, Ashley Jacobs, Sam Harris, Amber M, and Jenna Green. At the bottom right, there is a button with two circles and a plus sign, which is the button mentioned in the 'Action' column.</p>

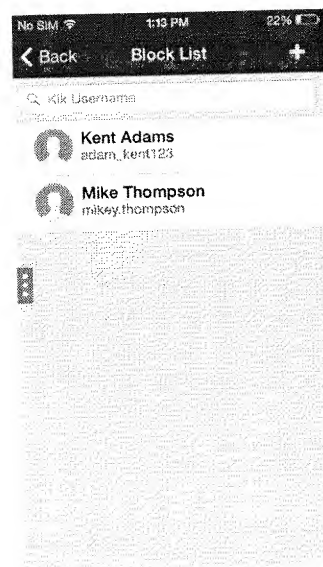
Touch the little "Cog" up at the top left side of the screen. It will take you to the Settings screen:



Touch "Privacy". It will open the Privacy Settings:


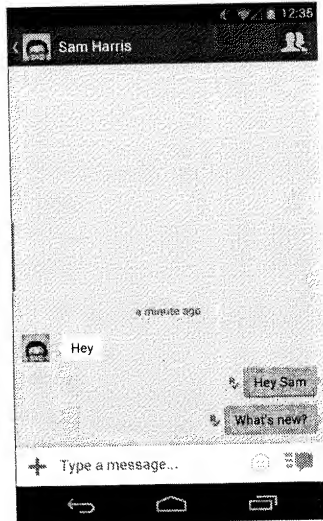


Touch "Block List". You will see a list of people who have been blocked by the Kik user. The display name and username will both be displayed. Please send both pieces of information to Kik.



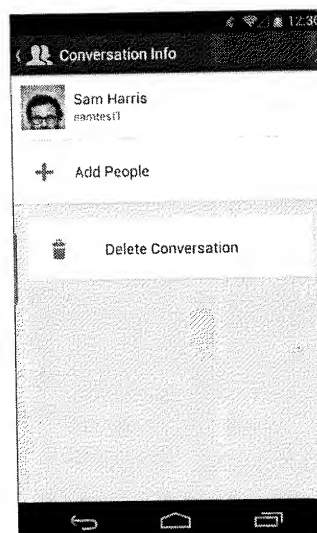
**ANDROID-BASED PHONES**

## Option 1: Open Conversation

Action	Example
Open the Kik application on the victim's Android phone. You should see a list of photographs, with display names and conversations beside them.	 A screenshot of the Kik application's main interface on an Android phone. At the top, the status bar shows the time as 11:25. The Kik logo is in the top left corner. Below the header, there is a list of conversations, each featuring a profile picture, a name, and a preview of the latest message. The conversations listed are: Chelsea (typing...), Corey Philips, Jenna, Faye, Jon, Mike, Ashley Jacobs, Sam Harris, Amber M, and Jenna Green. The bottom of the screen shows the standard Android navigation bar with back, home, and recent apps buttons.
If there is a conversation in the list, with the relevant user, touch the conversation to open it. You'll see a screen like this:	 A screenshot of an open Kik conversation with a contact named Sam Harris. The contact's profile picture and name are at the top. The main area of the screen shows a message history with a timestamp 'a minute ago'. The message history includes a received message 'Hey' and two sent messages: 'Hey Sam' and 'What's new?'. At the bottom, there is a text input field with the placeholder 'Type a message...' and a plus icon to the left. The bottom of the screen shows the standard Android navigation bar.

Touch the button at the top right side of the screen (the one with two silhouettes on it). You'll be taken to the Conversation Info screen:

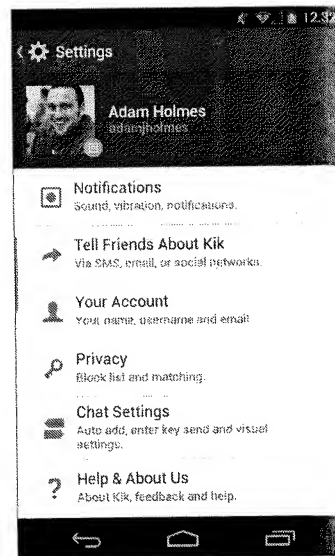
The display name and username will both be displayed. Please send both pieces of information to Kik.



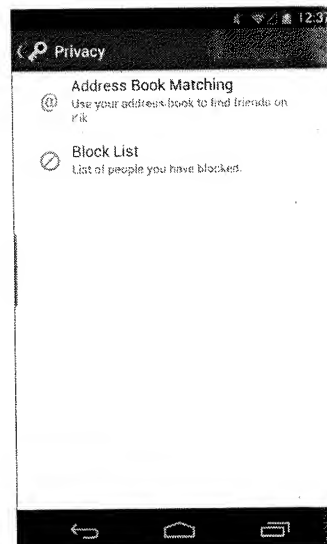
#### Option 2: Block List

Action	Example
Open the Kik application on the victim's Android phone. You will see a list of photographs, with display names and conversations beside them. It will look like this:	A screenshot of the Kik main chat list. The top bar has the 'kik.' logo, a settings gear icon, and a chat bubble icon. The time '11:25' is in the top right. The list contains several chat entries, each with a profile picture, a display name, and a preview of the latest message. The entries are: 'Chelsea is typing...' (message: 'I've got a spare ticket for Chelsea - you in?'), 'Corey Phillips' (message: 'See you then'), 'Jenna, Faye, Jon, Mike' (message: 'See you then'), 'Ashley Jacobs' (message: 'Are you coming out tonight?'), 'Sam Harris' (message: 'I just had coffee at a cool place you would...'), 'Amber M' (message: 'See you tomorrow'), and 'Jenna Green' (message: 'Did you see the trailer? It looks...'). The bottom of the screen shows three Android navigation icons: back, home, and recent apps.

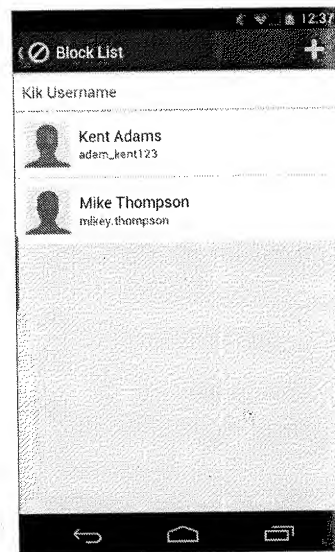
Touch the little "Cog" up at the top left side of the screen. It will take you to the Settings screen:



Touch "Privacy". It will open the Privacy Settings:



Touch "Block List". You will see a list of people who have been blocked by the Kik user. The display name and username will both be displayed. Please send both pieces of information to Kik.





## **INSTRUCTIONS FOR COMPLETING AND SUBMITTING THIS FORM**

1. ***Please complete all required sections*** (fields) in the form. Each field is a gray box, and you can use the “Tab” button to move between fields in the form. Information to be provided in each field is noted in CAPITAL LETTERS.
2. ***Please ensure you have provided a valid Kik username*** (which will NOT have any spaces in it).
3. Once all fields are filled out, please ***print it onto your agency letterhead***.
4. To submit the form and ensure quick processing, ***please email support@kik.com from your agency email, with the subject line “URGENT LAW ENFORCEMENT REQUEST FOR DISCLOSURE”.***

## **PLEASE NOTE**

Requests that are submitted  
without a valid Kik username,  
or without printing onto agency letterhead,  
**will not be processed by Kik.**



<b>Date of request:</b>	DATE OF REQUEST
<b>File Number</b> (Insert file number on next page as well):	AGENCY FILE OR REFERENCE NUMBER

**LETTER OF REQUEST TO KIK INTERACTIVE INC.**  
**FOR ACCOUNT INFORMATION REGARDING**  
**A CHILD ABUSE OR CHILD SEXUAL EXPLOITATION INVESTIGATION**

I, **FIRST AND LAST NAME**, am a peace officer duly sworn in the jurisdiction of PROVINCE/STATE AND COUNTRY, holding the rank or position of RANK AND/OR POSITION, in the NAME OF POLICE AGENCY.

In accordance with my duties and authority as a peace officer, I am conducting a criminal investigation relating to a child sexual exploitation offence. For the purposes of that investigation only I am requesting the following information from you, which is necessary for this investigation:

- ☐ the ***last known customer name and email address and account creation date*** for the account holder associated with the Kik username KIK USERNAME
- ☐ ***Recent IP addresses*** used by the account holder associated with the Kik username KIK USERNAME

AND/OR

- ☐ ***IP addresses used*** by the account holder associated with the Kik username KIK USERNAME ***between YY / MM / DD and YY / MM / DD.***

PLEASE NOTE THAT KIK MAY BE UNABLE TO PROVIDE IP ADDRESSES THAT ARE OLDER THAN 30 DAYS FROM THE DATE OF THE REQUEST.

The request for information I am making relates to a lawful criminal investigation. The information requested and the existence of this query should not be further disseminated or divulged outside the purpose for which it is requested of you, as doing so could seriously compromise an ongoing criminal investigation. Failure to maintain the confidentiality of this request may be construed as obstructing, perverting or defeating the course of justice.

Please provide the information requested in the space provided below and return this document to my attention at my agency email address as follows: EMAIL ADDRESS.

<b>Peace Officer Name</b>	FIRST AND LAST NAME
<b>Peace Officer Badge/Identification #</b>	AGENCY BADGE OR ID NUMBER
<b>Peace Officer Telephone Number</b>	PLEASE INCLUDE COUNTRY AND/OR AREA CODE
<b>Supervisor's Rank and Name</b>	FIRST AND LAST NAME
<b>Supervisor's Telephone Number</b>	PLEASE INCLUDE COUNTRY AND/OR AREA CODE

**kik.**

Date of request:	DATE OF REQUEST
File Number:	AGENCY FILE OR REFERENCE NUMBER

**KIK INTERACTIVE INC. RESPONSE TO ACCOUNT INFORMATION REQUESTED**

- **Kik Interactive Inc. can provide information requested:** Having been provided with your authority to request and obtain the following information, this disclosure is being made in accordance with s. 7(3)(c.1) of the *Personal Information Protection and Electronic Documents Act*.

Account holder first name	
Account holder last name	
Account holder email address	
Account holder recent IP addresses and timestamps	

PLEASE NOTE THAT ALL TIME STAMPS ARE PROVIDED IN EASTERN STANDARD TIME.

- Kik Interactive Inc. cannot provide information requested for the following reason/s: \_\_\_\_\_  
\_\_\_\_\_

For any questions about this request please contact:

Kik Interactive contact name	
Kik Interactive contact email address	



Attachment: Sample Template for LER